



Zacchaeus 2000 Trust Casework Support Volunteer
ROLE DESCRIPTION

Title: Casework Support Volunteer

Reports to: Volunteer Manager

Purpose: To assist the caseworkers in providing vulnerable debtors with free and confidential support, advice and information. To operate within Zacchaeus 2000 Trusts (Z2K) policies and procedures.

Main Tasks:

1. Overall task is to provide support and assistance to the casework team in particular
 - Receive details of a client referred to the service and make contact to offer support in accordance with Z2K policies.
 - Take down details of the issues faced by the client and discuss them with the casework team.
 - Write a plan of action to deal with the issue/s faced by the client.
 - Liaise with external agencies on the client's behalf.
 - Make telephone calls and/or write letters.
 - Help set up payment plans for debtors who cannot pay their bills and/or fines.
 - Attend court/meetings with clients as a representative or as support.
 - Refer clients to other agencies, particularly benevolent funds that may provide financial assistance for the client where appropriate.
 - Identify all the help and support that will most usefully meet the client's needs and expectations. If help is needed beyond the scope of Z2K, the volunteer will assist with finding that help.
 - Keep the client informed about the progress of their case.
 - Complete accurate attendance notes after each task and put a hard copy on the file.
 - Ensure the file is always kept neat, tidy and up to date.
2. Provide the Volunteer coordinator with updates on all tasks undertaken with, or on behalf of, the client.
3. Make sure that all correspondence including substantive emails is first checked by the volunteer coordinator or other supervisor before sending it.
4. Attend volunteer meetings, training events and supervision sessions in accordance with Z2K's policies and procedures.

Interested applicants should complete our [volunteer expression of interest form](#), attaching a CV and cover letter. All candidates will be contacted a few days after receipt of CV and Covering letter with a view to organising an interview.